

Maine CDC WIC Nutrition Program

Interpreter Services Guidelines



Paul R. LePage, Governor

Mary C. Mayhew, Commissioner

Maine CDC WIC Nutrition Program

State House Station 11

Augusta, Maine 04333

207-287-3991 / 1-800-437-9300

TTY Maine Relay 771

FAX: 207-287-3993

www.WICforME.com

Maine CDC WIC Nutrition Program Interpreter Services Guidelines

The State of Maine currently holds contracts with the several organizations which provide Interpreter Services. You may use **only** the organizations with which the State of Maine holds a valid contract. Those organizations are:

American Sign Language Interpreting Services

Bangor Interpreting Agency

7 Summer Street, Hampden, ME 04444

Tel: 862-4063 (TTY), 862-2947 (V/VP), 862-4027 (FAX)

E-mail: bangorinterpreting@tds.net, Web site: www.bangorinterpreting.com

Certified Interpreting

P.O. Box 6500, Brunswick, ME 04011

Tel: 798-7995 (V/TTY), 729-0875 (FAX)

E-mail: Services@CIMaine.com Web site: www.CIMaine.com

KEWL ASL

Deborah Meyers

15 Jones Road

Somerville, ME 04348

Tel: 207-549-4733(V/TTY), 240-3177 (Cell/Text), 1-866-755-5201 (VP)

E-mail: kewlasl@gmail.com

Mary Jane Grant Interpreting

PO Box 843, 84 Ridley Road

Sanford, ME 04073

Tel: 207-651-3146 (V), 207-213-1325 (VP), 866-825-9910 (fax)

Email: mjgrantinerpreting@gmail.com Website: www.maryjanegrant.com

Pine Tree Society

71 US Route 1 Suite B, Scarborough, ME 04074

885-0536 (V/TTY); 1-866-945-1109 (VP), 885-0076 (FAX)

E-mail: interpreting@pinetreesociety.org; Web site: www.pinetreesociety.org

Professional Interpreting

14 Torrey St.

Portland, ME 04013

Tel: 774-3068 (V/TTY), 774-8701 (Fax)

E-mail: ProfessionalInterpreting@maine.rr.com or kris120@juno.com

Website: www.professionalinterpretinginc.com

In Person Spoken Language Interpreting Services

Catholic Charities Maine (RIS)

80 Sherman St. PO Box 10660

Portland, ME 04104.....207-781-8550 or 523-2700

Contracted Languages available:

Acholi	French	Persian (Farsi)
Albanian	German	Portuguese
Amharic	Greek	Romanian
Arabic (Classic)	Italian	Russian
Arabic (Sudanese)	Khmer (Cambodian)	Serbo-Croatian
Azerbaijani	Kinyarwanda	Somali
Bosnian	Kinyumulenge	Spanish
Bulgarian	Kirundi	Swahili
Burmese	Kurdish	Tigrinya
Chinese (Mandarin)	Lingala	Turkish
Chinese (Cantonese)	Oromo	Vietnamese
Dari	Pashto	

House of Languages

795 Congress St.

Portland, ME 04102.....207-423-9962

Contracted Languages available:

Acholi	Kirundi	Somali
Arabic	Kinyarwanda	Sudanese Arabic
Bosnian	Mongolian	Swahili
Chinese Cantonese	Portuguese	Ukrainian
Chinese Mandarin	Russian	Vietnamese
French	Serbian	
Italian	Spanish	

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Language Translation Services

34726 31 CT SW,

Federal Way, WA 98023253-825-0107

Contracted Languages available:

Albanian	Hakka	Oromo
Amharic	Hokkien	Pashtu
Arabic	Hausa	Persian
Armenian	Hawaiian	Polish
Belarusian	Hebrew	Portuguese
Bengali	Hindi	Punjabi
Bosnian	Hungarian	Romanian
Bulgarian	Icelandic	Russian
Burmese	Igbo	Samoan
Cambodian (Khmer)	Ilocano	Serbian
Cantonese	Illongo	Sidama
Cebuano	Indonesian	Slovak
Chinese	Italian	Slovenian
Chuukese	Japanese	Somali
Creole-French	Kambatic	Spanish
Creole-Haitian	Karen	Swahili
Croatian	Kazakh	Swedish
Czech	Kikuyu	Tagalog
Danish	Kinyarwanda	Tambaro (Tambarsa)
Dari	Kirundi	Tamil
Dinka	Kiswahili	Telegu
Dutch	Korean	Thai
Estonian	Kulo-Konta (Kulonga)	Tibetan
Farsi	Kurdish	Tongan
Finnish	Laotian	Turkish
Flemish	Latvian	Ukrainian
Fulani	Lithuanian	Urdu
German	Macedonian	Uzbek
Greek	Malagasy	Vietnamese
Gujarati	Marshallese	Visaya
Guragigna	Nepalese	Wolof
Hadiya	Norwegian	Wolayta
Harari	Nuer	Yoruba

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Maine State Interpreters

237 Oxford St., Suite 26-C

Portland, ME 04101207-450-6035

Contracted Languages available:

Acholi	Farsi	Portuguese	Urdu
Albanian	French	Romanian	Vietnamese
Amharic	German	Russian	Zandi
Asiri	Greek	Serbo Croatian	
Arabic	Khmer	Somali	
Bangla	Kinyarwanda	Spanish	
Bulgarian	Kirundi	Sudanese Arabic	
Chinese Cantonese	Lingala	Swahili	
Chinese Mandarin	Nuer	Thai	
Dinka	Polish	Turkish	

Other languages may be available upon request

New England Interpreter Service

94 Washington Ave.

Portland, ME 04101207-409-5514

Contracted Languages available:

Acholi	Farsi	Nuer
ASL	French	Russian
Amharic	Furo	Serbo-Croatian
Arabic	Japanese	Somali
Bari	Juba Arabic	Spanish
Bulgarian	Khmer	Sudanese/Arabic
Cambodian	Kinyarwanda	Swahili
Cantonese	Kirundi	Vietnamese
Darfur	Lingalla	Zande
Dinka	Mandarin	

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Smart Interpreters

284 Lisbon St.

Lewiston, ME 04240207-740-5598

Contracted Languages available:

English, Somali, Arabic; other languages and dialects may be available upon request.

United Somali Women of Maine

265 Lisbon St., 2nd Floor

Lewiston, ME 04243207-753-0061

Contracted Languages available:

Acholi	French	Mai Mai
Amharic	Kinyarwanda	Somali
Arabic	Kirundi	
Dinka	Kiswahili	

Telephonic Interpreting Services

Corporate Translation Services*

d/b/a CTS Language Link
911 Main St., Suite 10
Vancouver, WA 98660360-433-0435

Language Line Services*

1 Lower Ragsdale Bldg. 2
Monterey, CA 939401-800-752-6096

Pacific Interpreters*

707 SW Washington St., Ste. 200
Portland, OR 972051-800-870-1069/503-445-5538

*Company has contracted to provide services in the following languages:

Albanian	Ilcano	Samoan
Amharic	Indonesian	Serbian
Arabic	Inupiaq	Serbo Croatian
Armenian	Iraqi Arabic	Sinhalese
Bengali	Italian	Slovak
Bosnian	Japanese	Somali
Bulgarian	Karen	Sorani
Burmese	Khmer	Spanish
Cambodian	Kirundi	Sudanese Arabic
Cantonese	Korean	Swahili
Chin	Kunama	Swedish
Chuukese	Kurdish	Tagalog
Croatian	Laotian	Taiwanese
Czech	Maay	Tamil
Danish	Malay	Thai
Dari	Malayalam	Tibetan
Dinka	Marshallese	Tigrinya
Ewe	Mien	Taishanese
Farsi	Mixteco	Tongan
French	Mongolian	Turkish
Fulani	Nepali	Ukrainian
German	Nuer	Urdu
Greek	Oromo	Vietnamese
Gujarati	Pashto	Yupik
Haitian Creole	Persian	
Hausa	Polish	
Hebrew	Portuguese	
Hindi	Punjabi	
Hmong	Romanian	
Hungarian	Russian	

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Procedure and Tips for Working with Interpreters

Each agency must maintain a log for all interpreter services in the format shown below. If the interpreter was unavailable, please also indicate that in the list. Be sure to submit the log to the State Agency at least on a monthly basis.

INTERPRETER LOG				
AGENCY _____ FOR THE MONTH OF _____, 20____				
DATE	INTERPRETER AGENCY	INTERPRETER NAME	PARTICIPANT ID #	LENGTH OF APPOINTMENT

You Receive a Call

- Place the **Limited English Speaker** (LES) on conference hold (flash button?).
- Call an Interpreter Service designated by the State
- Provide the appropriate billing information. If this is the first time using this particular vendor, be sure the vendor contacts the State Financial Manager to set up the appropriate billing account/information.
- Request the language your caller speaks
- When the interpreter is connected, explain the situation
- Conference in your limited English-speaking caller (press flash again?).

You Need to Make a Call

- Dial the Interpreter Service
- Provide the appropriate billing information as stated above.
- When the interpreter is connected, explain the situation.
- Call your limited English-speaking client, or the interpreter can place the call for you within the U.S. or Canada.

If the client needing the interpreter service is present, please be sure to use a speaker phone if available.

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1. **BRIEF THE INTERPRETER** - Identify the name of your organization to the interpreter, provide specific instructions of what needs to be done or obtained, and let him/her know whether you need help with placing a call. If you need the interpreter to help you place a call to the Limited English Proficient (LEP) customer, you may ask the interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CUSTOMER** - You and your customer can communicate directly with each other as if the interpreter were not there. The interpreter will relay the information and then communicate the customer's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER** - Speak at your normal pace, not slower.
 - **SEGMENTS** - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the interpreter time to deliver your message.
 - **CLARIFICATIONS** - If something is unclear, or if the interpreter is given a long statement, the interpreter will ask you for a complete or partial repetition of what was said, or clarify what the statement meant.
4. **ASK IF THE LEP UNDERSTANDS** - Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
5. **DO NOT ASK FOR THE INTERPRETER OPINION** - The interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.
6. **EVERYTHING YOU SAY WILL BE INTERPRETED** - Avoid private conversations. Whatever the interpreter hears will be interpreted. If you feel that the interpreter has not interpreted everything, ask the interpreter to do so. Avoid interrupting the interpreter while he/she is interpreting.
7. **AVOID JARGON OR TECHNICAL TERMS** - Don't use jargon, slang, idioms, acronyms, or technical medical terms. Clarify unique vocabulary, and provide examples if they are needed to explain a term.
8. **LENGTH OF INTERPRETATION SESSION** - When you're working with an interpreter, the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
9. **READING SCRIPTS** - People often talk more quickly when reading a script. When you are reading a script, prepared text, or a disclosure, slow down to give the interpreter a chance to stay up with you.
10. **CULTURE** - Professional interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation, the interpreter may identify and clarify a cultural issue they may not think you are aware of. If the interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question or ask the interpreter to help you in getting the information in a more appropriate way.
11. **CLOSING OF THE CALL** - The interpreter will wait for you to initiate the closing of the call. When appropriate, the interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the interpreter for his or her efforts at the end of the session.



Appendix 1

Pacific Interpreters Telephonic Interpreting: How To Access A Telephonic Interpreter

Maine Department of Health & Human Services

- **If the client is on the phone:**

1. Use the conference hold feature if the LEP patient is on the phone
2. Dial **1-800-870-1069**
3. PI's customer service associate will prompt you for the following information:
Access Code: **6730**
Caller FULL Name
Region/Bureau/Institution
Bureau Code _____
Language Needed
4. You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds

- **If the client is with you in person:**

1. Dial **1-800-870-1069**
2. When our customer service associate comes on the phone, the associate will prompt you for the following information:
Access Code: **6730**
Caller FULL Name
Region/Bureau/Institution
Bureau Code _____
Language Needed
3. You will be placed on hold briefly, and connected to an interpreter in less than 30 seconds

- **If you need to call a client, or if you need additional parties included in a phone call:**

1. Dial **1-800-870-1069**
2. When our customer service associate comes on the phone, the associate will prompt you for the following information:
Access Code: **6730**
Caller FULL Name
Region/Bureau/Institution
Bureau Code _____
Language Needed
3. The customer service associate will ask if you need to call a non-English speaker (or other parties), and the name(s) and telephone number(s) of the person(s) you like added to the call.
4. You will be placed on hold briefly while PI accesses an interpreter. The customer service associate will add an interpreter on the line and then make the additional call-outs.

*** If the LEP patient's language is unknown, show them the Language Identification Card and let them point to the language they speak.

*** If the LEP patient's language is not listed on the Language Identification Card you may request the assistance of our customer service associates who are skilled in determining target languages.

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Pacific Interpreters: Supported Languages and Dialects

Acatec	Czech	Ilocano	Mandinka	Serbo-Croatian
Acholi	Danish	Ilongo	Marathi	Shanghai
Ada	Dari	Indonesian	Marshallese	Sinhalese
Af-Maay	Dewoin	Iranian Farsi	Mayan	Slovak
Afrikaans	Die Jiu	Iraqi Arabic	Micronesian	Solomons Pidgin
Akan	Dinka	Iraqi Kurdish	Mien	Somali
Albanian	Duala	Italian	Minangkabau	Soninke
Algerian	Dutch	Japanese	Minna	Sorani
Amharic	Ebe	Jarai	Mirpuri	Sotho
Arabic	Egyptian	Jordanese	Mixteco Alto	Spanish
Armenian	Eritrea	Juba Arabic	Mixteco Bajo	Sudanese Arabic
Asanti	Estonian	Kanjobal	Mongolian	Susu
Assyrian	Fant	Karen	Navajo	Swahili
Azerbaijani	Farsi	Karka	Nepalese	Swedish
Azeri	Filipino	Khmer	Norad	Syrian
Badini	Finnish	Kinyarwanda	Norwegian	Syrian Armenian
Bahasa- Indonesian	Flemish	Kirundi	Nuer	Tagalog
Bahnar	French	Kiswahili	Oromo	Tai Dam
Bambara	French Creole	Koho	Palestinian	Taiwanese
Bantu	French Guinea	Korean	Pangasinan	Tamil
Belorussian	Fukienese	Krahn	Papiamento	Telegu
Bengali	Fulani	Krio	Pashto	Teochew
Berber	Fulla	Kurdish	Persian	Thai
Bosnian	Ga	Kurmanji	Pidgen English	Tibetan
Brazilian	Gana	Kuwaitian	Polish	Tigrigna
Bulgarian	Georgian	Lao	Portuguese	Tigrinian-Eritrea
Burmese	German	Latvian	Portuguese Creole	Toishanese
Cambodian	Greek	Lebanese	Portuguese Guinea	Tongan
Cantonese	Gujarati	Liberian	Pular	Turkish
Cape Veardean	Haitian	Lingala	Punjabi	Twi
Catalan	Haitian Creole	Lithuanian	Q'eqchi'	Ukrainian
Cebuano	Hakka	Luganda	Rahanweyn	Urdu
Chaochow	Hamareti	Luo	Rhade	Vietnamese
Chaoshao	Hausa	M'nong	Romanian	Visayan
Chaozhou	Hebrew	Maay	Russian	Walou
Chin	Hindi	Macedonian	Samoan	Welsh
Chinese	Hmong	Malay	San Miguel	Wolof
Chuukese/Trukese	Hungarian	Malayalam	Sanskrit	Xhosa
Conob	Ibo	Mam	Santa Eulalia	Yiddish
Croatian	Idish	Mamay	Sarahule	Yoruba
Cuban	Igbo	Mandarin	Serbian	Zulu

This list represents 98% of all requests made by Pacific Interpreters' customers from the nearly 6,000 languages spoken in the world today. It is subject to change as the arrival of new LEP populations create the demand for additional languages.

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Each agency is issued a different Billing Code/Bureau code.
When prompted use the code for your Agency as listed below.

Agency Name	Billing/Bureau Code
Aroostook County Action Program	WC308
Bangor Department of Health and Community Services	WC306
Mid Coast Maine Community Action Program	WC304
Downeast Health Services, Inc	WC307
HealthReach Network	WC305
The Opportunity Alliance	WC302
Western Maine Community Action Program	WC303
York County Community Action Corp	WC301
State Office	WC313

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Appendix 2

Catholic Charities/RISinterpret is <http://www.ccmaine.org/RISinterpret>.

Requesting an Interpreter

- ♦ Please fill out the **Interpreter Request Form** and fax it to (207) 774-7166.
- ♦ The Interpreter Request Form must be filled out and faxed to the RISinterpret office each time an interpreter is needed.
- ♦ They do not accept any requests over the telephone.
- ♦ It is important to note that the interpreters are on-call employees. Whenever possible, please give at least 48 hours notice to schedule an interpreter. Every attempt will be made to fill your request; however, all requests are subject to the availability of interpreters.

Confirmation

Once the interpreter has been assigned, you will receive the Interpreter Request Form back, by fax, with the name of the assigned interpreter in the space at the bottom. If the interpreter is not available for the requested time, RISinterpret will contact you to make alternative arrangements.

Billing

If you are requesting our services for the first time, please fill out the **Billing Information Form** and fax it along with the **Interpreter Request Form**.

- ♦ **When filling out the Billing form for the first time, please use the following information for the Billing address.**

DHHS/Maine CDC WIC Program
Thomas Blier, Financial Manager
207-287-1469
286 Water St, 6th Floor Key Plaza
Augusta ME 04330

- ♦ The Agency address should contain your WIC Bureau/billing/task code from the list below:
- ♦
- ♦ York County Community Action CorpWC301
- ♦ The Opportunity AllianceWC302
- ♦ Western Maine Community Action Program..... WC303
- ♦ MidCoast Maine Community Action WC304
- ♦ HealthReach Network.....WC305
- ♦ City of Bangor, Health & Community ServicesWC306
- ♦ DownEast Health Services WC307
- ♦ Aroostook County Community Action ProgramWC308

Cancellations

Please inform them as soon as possible of appointment cancellations. For the same day cancellations you will be charged for the request.

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RISinterpret
250 Anderson Street
Portland, ME 04101
Phone: (207) 523-2700
Toll free: 1-866-200-3963
Fax: (207) 774-7166
risinterpret@ccmaine.org

INTERPRETER REQUEST FORM

Agency/Company Name _____ Department/Program _____
Your Name _____ Today's Date _____
Your Telephone _____ Fax _____ E-mail (optional) _____

APPOINTMENT SPECIFICATIONS

Language Needed _____
Appointment Date & Time ____/____/____ : ____ to ____ : ____
Appointment Location (please be very specific; attach directions if needed) _____

Name of the Non-/Limited-English Speaker (Mr.) (Ms.) _____
☐ Check box if you would like a 48 hour reminder call.
Patient number(s) _____
Additional notes _____

Upon filling your request, we will fax this form back to you with the interpreter details in the coversheet.

Is the fax machine misbehaving again?

Can you never find the request forms when you need them?

Want to see all your appointments at a glance?

RISinterpret now offers the convenience of on-line scheduling!

Call 523-2700 today to talk to our Interpreter Services Manager about using our scheduling website!

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RISinterpret
250 Anderson Street
Portland, ME 04101
Phone: (207) 523-2700
Toll free: 1-866-200-3963
Fax: (207) 774-7166
risinterpret@ccmaine.org

Billing Information Form

Thank you for your interest in RISinterpret. We appreciate your business and look forward to a lasting business relationship. Please complete the following information and return to RISinterpret.

Agency/Company Name _____

Department _____

Your Name _____

Address _____

Phone Number _____

Billing Address (if different from above)

Agency/Company Name _____

Contact Person _____

Phone Number _____

Billing Address _____